

## Important notice to Bureau of Children's Services CLTS Waiver Providers who submit claims to WPS Health Insurance:

WPS Health Insurance is moving to a new processing system effective for dates of service 2/1/15 and after. Dates of service 1/31/15 and prior will continue to be authorized and processed in our existing system. The claim submission options have not changed. Providers should continue to submit claims using their current claim submission method.

### New System Information:

- 1) WPS will have a **different P.O. Box** for the new system. For paper claim submissions; **dates of service** up to and including **1/31/15** will continue to use the existing P.O. Box, **dates of service 2/1/15** and after providers should use the new P.O. Box listed below:

#### Existing P.O. Box

**(Dates of service up to and including 1/31/15)**

Bureau of Children's Services (CLTS)  
C/O WPS Health Insurance  
P.O. Box 14517  
Madison, WI 53708-0517

#### New P.O. Box

**(Dates of service 2/1/15 and after)**

Bureau of Children's Services (CLTS)  
C/O WPS Health Insurance  
P.O. Box 981622  
El Paso, Texas 79998-1622

- 2) Providers can submit paper claims using the standard HCFA 1500, UB04, or the new CLTS Waivers claim form. WPS will not accept any other type of paper claim form. Unacceptable claim forms will be returned to the provider to submit on the appropriate claim form.
- 3) Providers should not submit a date of service span that overlaps the 2/1/15 transition date (e.g. 1/26/15-2/3/15). WPS will return these claims to the provider for the submission of two separate claims. January dates of service, units, and charge amounts should be submitted on one claim form; February dates of service, units, and charge amounts should be submitted on a separate claim form.
- 4) Providers should continue to submit complete and accurate claim data in the proper fields. **This includes the ten-digit CLTS Participant ID number.** Incomplete or invalid data will result in the claim being returned to the provider for proper submission.
- 5) WPS will make payments five days a week in the new system versus two days a week in our existing system.
- 6) Providers will **not** need to re-enroll for Electronic Funds Transfer (EFT).
- 7) Providers will receive checks, Electronic Funds Transfer (EFT), and a Provider Remittance Advice from **both systems** for a period of time.
- 8) The WPS/CLTS Contact Center phone number will remain the same: 877-298-1258.
- 9) WPS plans to conduct a prepayment audit for a period of time to ensure accurate processing and payment of claims in the new system. Once claims are validated, claims will process through our new system. Claims in our existing system will process without interruption and providers will continue to receive timely payments.